

Practice Newsletter May 2024



Practice Opening Hours

We are open Monday & Tuesday 7.30am till 6pm, Wednesday, Thursday, and Friday 8am till 6pm.

Practice Closures

We are closed every Tuesday from 12pm till 1pm for staff training.

We are closed 6th and 27th of May for the bank holidays. We will open as normal on Tuesday at 7.30am.

If you can not attend your appointment can you please let the surgery know so that we can offer the appointment to a patient who really needs it.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Make May Purple /Action on Stroke Month 2024

Make May Purple /Action on Stroke Month is arranged by The Stroke Association and runs annually throughout May. The month is to raise awareness of Strokes and their impact on sufferers and their friends and families as well as educating the public on the signs and symptoms of strokes, what causes strokes, what happens during a stroke and what to do in the event of someone suffering a stroke.



Tourette's Awareness Month 2024



Tourette's Awareness Month is a dedicated period that aims to raise awareness about Tourette syndrome and promote understanding, compassion, and support for individuals living with the condition. This significant month serves as a platform to educate the public, challenge misconceptions, and foster a more inclusive society. In this article, we delve into the essence of Tourette's Awareness Month 2024, its history, and how you can actively participate in this crucial initiative.

Patient Information

Updating Information

If you have changed your contact details, address etc, can you please make sure you inform the practice. This helps us to keep your record up to date. Please note if you are in the NE9 and NE10 postcodes you are classed as out of area. You can stay with practice but would not be eligible to any GP home visits. If you move outside the Gateshead area such as Newcastle, Sunderland or Northumberland and you have any children under 5, you are pregnant or housebound you would have to move practices as our services do not visit outside the Gateshead areas.

Physio Appointments

Did you know we have a physio team that works alongside our practice team. We can refer you to them over the phone and they will call you either that day or a few days later and arrange an appointment for you. They can issue sick notes, organise pain relief and further investigations if required.

E-Consults

You can ask for help with a specific problem/condition or general advice. You will be asked the same questions a doctor would ask in a face-to-face appointment. Just fill out a simple form and get advice and treatment by the end of the next working day. You might not even need to come to the surgery. You can also seek pharmacy advice without needing to see a GP. You can do this anytime, anywhere even from your mobile. Visit our practice website for more details.

Appointments

Can we please kindly ask if you are calling the practice for sick notes, annual reviews, nurse's appointments, can you call back after 10 am. This will help reduce waiting in the queue and help us to deal with patients who need a same day appointment.

Please note just a phone call is still classed as a GP appointment. Be aware that if you are having chest, abdominal pain, ear ache the GP advises a face-to-face appointment as this can require an examination. Staff will guide you and let you know accordingly.

Please note that we are training practice. This means that we teach doctors in training to gain experience and students to allow them to gain medical experience. Our GPs in training are fully qualified and are training to work in a GP practice under supervision from our partner GPs.

Please note A&E is for life threatening illnesses/injures only!

Zero Tolerance – Abusive or Aggressive Behaviour

Our staff come to work to care for others, and it is important for all members of our staff to be treated with courtesy and respect.

Aggressive or violent behaviour towards our staff will not be tolerated under any circumstances. Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Practice Manager advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list.

Prescriptions

MAKE SURE YOU ORDER IN PLENTY TIME FOR THE BANK HOLIDAYS.

Please note we **do not** do urgent prescriptions. You can order your medications up to 7 days in advance. The process will take 24-hours to process medications. This allows time for the doctor to sign the prescription off and then for the pharmacy to get it ready. If you are calling after 4 pm on Friday, please note your medications won't be ready until the Tuesday as we are not open weekends. We have a lot of prescriptions to process on Monday morning from the weekend, so your patience is appreciated.

If you have been discharged from hospital and your medications have been changed, please allow time for us to receive the changes from the hospital. We cannot issue any hospital prescriptions until we have all the documents required.

Patient feedback

We are sending out text messages for patient feedback. If you get a text, please click on the link, and submit your review. Your feedback helps the practice to improve our services. There are also forms in the waiting room, why not fill one out while you wait.

iWantGreatCare

Submit Feedback

National Walking Month, why not take part in our walking group?

Walking is an easy and accessible way to improve physical and mental health and a 20-minute walk can reduce the risk of several preventable health conditions, including certain cancers, depression, heart disease and Type 2 diabetes.

Practice Walking Group

The Walking Group meet every Thursday at 10.00 am outside of the Practice.

The Group is led by our Practice Health Champions.

The walk is just over one mile and walked at a leisurely pace, over a flat route. The group chat about the local area and its history along the way.

At the end of the walk the group gather for a cup of tea/coffee at a local venue. There is no need to book - everyone is welcome.

Email: nencicb-ng.a85023@nhs.net for further details.



WHAT'S NEW?

MONDAY	9.30am – 12.00pm		YOUR VOICE COUNTS
	12.00pm – 2.00pm		MOOD BOOSTER, BINGO & BARGAINS
	1.00pm – 3.00pm	*NEW*	TODDLER SOFT PLAY
	5.00pm – 6.00pm		MULTISPORTS FOR PRIMARY KIDS
	6.00pm – 8.00pm		FOOTBALL
TUES	10.00am – 12.00pm	*NEW*	COMMUNITY SUPPORT
	10.00am – 11.00am		WALKING FOOTBALL (Taking names)
	12:00pm – 1:00pm		TAI CHI £5
	11.30am – 3.00pm		ADVANCE MENS
	5.00pm - 7.30pm		KIDZ FOOTBALL
WEDS	09.30am- 11.30am		CITIZENS ADVICE DROP IN
	12.00pm - 2.15pm		MUSICAL CAFÉ £2
	4.30pm - 6.15pm		CORNERSTONE KIDZ (age 5-11) £1
THURS	11.00am - 1.00pm		FRIENDSHIP GROUP
	5.00pm – 7.00pm		KIDZ FOOTBALL
	5.00pm - 8.00pm		DISABILITY DISCO
	5.00pm – 7.00pm		KIDZ FOOTBALL
FRIDAY	12:00pm – 3:30pm		YOUR VOICE COUNTS
	5:30pm – 6:30pm	*NEW*	FOOTBALL COACHING (11 – 16 YEARS)
	6:30pm – 8:30pm		PARTY HIRE AVAILABLE
SAT	9.00am – 10.00am		FOOTBALL (age 4-5)
	10.00am – 11.00am		PRESCHOOL FOOTBALL
SAT+SUN	2.00pm onwards		PARTY HIRE AVAILABLE

EVERY WEEK DAY : * FREE LAPTOP ACCESS

* CAFÉ OPEN AND NEW2U SHOP

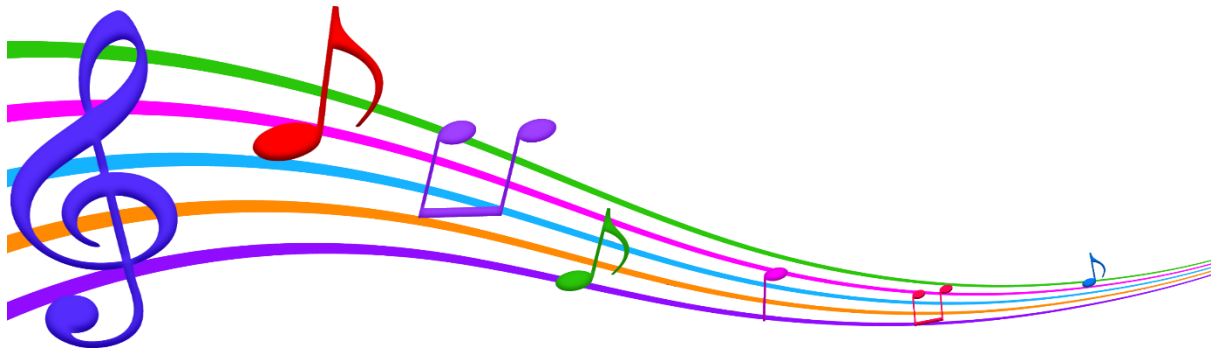
CALL 0191 4781003

ALL NEW TEAMS LIFE CENTRE' FACEBOOK

WWW.TEAMSLIFECENTRE.ORG



MUSICAL CAFÉ



Every WEDNESDAY

12PM-2.15PM

**COME ALONG FOR A SINGALONG
AND ENJOY SOME HOME COOKED
FOOD FROM OUR CAFE**

£2

(food extra)

Call 0191 4781003

TEAMS LIFE CENTRE & GATESHEAD FC FOUNDATION



FOOTBALL

Coaching

FREE
SESSIONS

YOUTH AGE
11-16

FRIDAY
5:30PM - 6:30PM
FROM FRIDAY APRIL 18TH

COACHING BY EX GATESHEAD FC CAPTAIN

BEN CLARK

VENUE

TEAMS LIFE CENTRE, ASKEW RD
GATESHEAD NE8 2PW

**TURN UP AND REGISTER ON
THE NIGHT**





Love and Loss

A monthly cafe for the bereaved and heartbroken. Supported by TADA

Come along and join me, Julie Shepherd, Grief recovery specialist for tea & cake, with a chance to talk about your grief, love and loss in a safe and friendly space....no need to book....just turn up!

Session includes

- ✓ Tea & Coffee
- ✓ Cake
- ✓ Friendly welcome
- ✓ Time to chat

When

1 - 2.30pm 2nd Thursday of every month

Where

Come to the main house @
Bensham Grove Community Centre.
Sidney Grove, Gateshead, NE8 2XD

Contact Us M 077 78 79 80 14 www.heartbrokentohealed.co.uk E Julie@heartbrokentohealed.co.uk

Big Local Gateshead POP-UP SHOP

Our shop is moving into your neighborhood!
Our aim is to end food waste in Teams by making surplus food available at very low cost to anyone who comes along. We usually stock plenty of fruit & veg, bread, ready meals, meat, and sweet treats. Come and grab your food for the week and stop in for a free cuppa!

EVERY FRIDAY 1-3pm



Starting Mar 15th we will be based at Tyne View Health Hub, just off Rose Street NE8 2LS.



